

**Message: RE: Client Services Question**

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**✉ RE: Client Services Question**

**From** Carrie Hoelscher **Date** Tuesday, March 7, 2017 10:02 AM  
**To** Kraft, Emily  
**Cc**  
**Journal Recipients** Emily.Kraft@oa.mo.gov

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 **image004.png** (2 Kb HTML)  **image005.png** (3 Kb HTML)  **image006.png** (2 Kb HTML)  
 **image007.jpg** (3 Kb HTML)  **image008.png** (7 Kb HTML)

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**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]  
**Sent:** Monday, March 6, 2017 11:32 AM  
**To:** 'Carrie Hoelscher' ; 'Kristen M. Setterlund, MSW, LCSW'  
**Subject:** RE: Client Services Question

Yes, once I get the OK from Kristen, I can transfer her in the system. Who is the case manager at Bethany that she needs to be assigned to?

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**From:** Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]  
**Sent:** Monday, March 06, 2017 11:27 AM  
**To:** 'Kristen M. Setterlund, MSW, LCSW'; Kraft, Emily  
**Subject:** RE: Client Services Question

The client's name is [REDACTED]. Emily, I guess you will need to transfer her to Bethany Christian Services after LFCS is able to speak with her and confirm her desire to receive A2A services through Bethany? Please tell me how to proceed on my end.

Thanks,  
Carrie

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**From:** Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]  
**Sent:** Friday, March 3, 2017 8:47 AM  
**To:** Kraft, Emily <Emily.Kraft@oa.mo.gov>; 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>  
**Subject:** RE: Client Services Question

I have not been made aware of this situation yet. Carrie, can you let us know the name of the client so I can check with her LFCS worker regarding the transfer?



**Kristen M. Setterlund, MSW, LCSW**  
Program Manager  
Lutheran Family and Children's Services of Missouri

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Friday, March 03, 2017 8:34 AM  
**To:** 'Carrie Hoelscher'  
**Cc:** Kristen M. Setterlund, MSW, LCSW  
**Subject:** RE: Client Services Question

Another note on this, LFCS should not discharge this client. If I can get the client name, I will reassign her in the system to Bethany.

Kristen – Are you able to provide this client's name?

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Thursday, March 02, 2017 4:58 PM  
**To:** Kraft, Emily  
**Subject:** Client Services Question

Emily,

Bethany is seeing a client that is currently enrolled in A2A with Lutheran Family and Children Services. The client is telling Bethany she would like to continue A2A services at Bethany. From what she has told her CM, LFCS has given her assistance in February. If this client ends up transferring services to Bethany, they would inherit her one month of utility or housing assistance help from LFCS in February, correct? That's the way I understand the contract but wanted to make sure.

Thanks!  
Carrie  
Carrie Hoelscher  
A2A Program Manager



Email 1

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